



NATIONAL HIGHER EDUCATION APPLE AGREEMENT

**Agreement Number:
NAT017/APPLE/NBC/1011**

1st October 2011 to 30th September 2015

**INSTITUTION USERS GUIDE
v6.4**



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Agreement Overview & Participation

In conjunction with the 'lead' organisation, Cardiff University, the Universities Apple Computer Group (UACG) awarded Apple Distribution International sole supplier status for the National Higher Education Agreement for the Supply of Computer Equipment with an Apple Operating System after a thorough and extensive tender and negotiation process.

Organisations that may participate in the Agreement were defined in the EU Tendering documentation and the details are replicated below for reference. The overall management of the Agreement is via the UACG comprising appropriate representatives from the HE regional purchasing consortia.

Participation:

Organisations that may participate in this proposed Agreement must mandatorily satisfy criteria (i) & (ii) below, plus at least one of the remaining qualifying criteria (iii)-(v):

(i) mandatory: be classed by the ONS (Office of National Statistics) as a public sector body according to established criteria for accounting, governance and classification.

(ii) mandatory: be a registered member of at least one of the following UK Higher Education Regional Purchasing Consortia (Advanced Procurement for Universities and Colleges Limited (APUC); English National Purchasing Consortium (ENPC); Higher Education Purchasing Consortium, Wales (HEPCW); London Universities Purchasing Consortium (LUPC); North West Universities Purchasing Consortium (NWUPC), North East Universities Purchasing Consortium (NEUPC); Southern Universities Purchasing Consortium (SUPC); or be a UK Research Council incl. RCUK Ltd.

(iii) be formally associated with a recognised UK degree-awarding institution via an established long-term funding stream for teaching and/or research, and/or a defined legal business relationship.

(iv) provide recognised UK Further or Higher Education courses.

(v) have recognised UK Higher Education degree-awarding powers.

The right is reserved during the period of this Agreement to make additions to or subtractions from the list of participating organisations broadly within the above criteria (i)-(v) at the joint discretion of the lead university (currently Cardiff University) and the approved contractor(s).



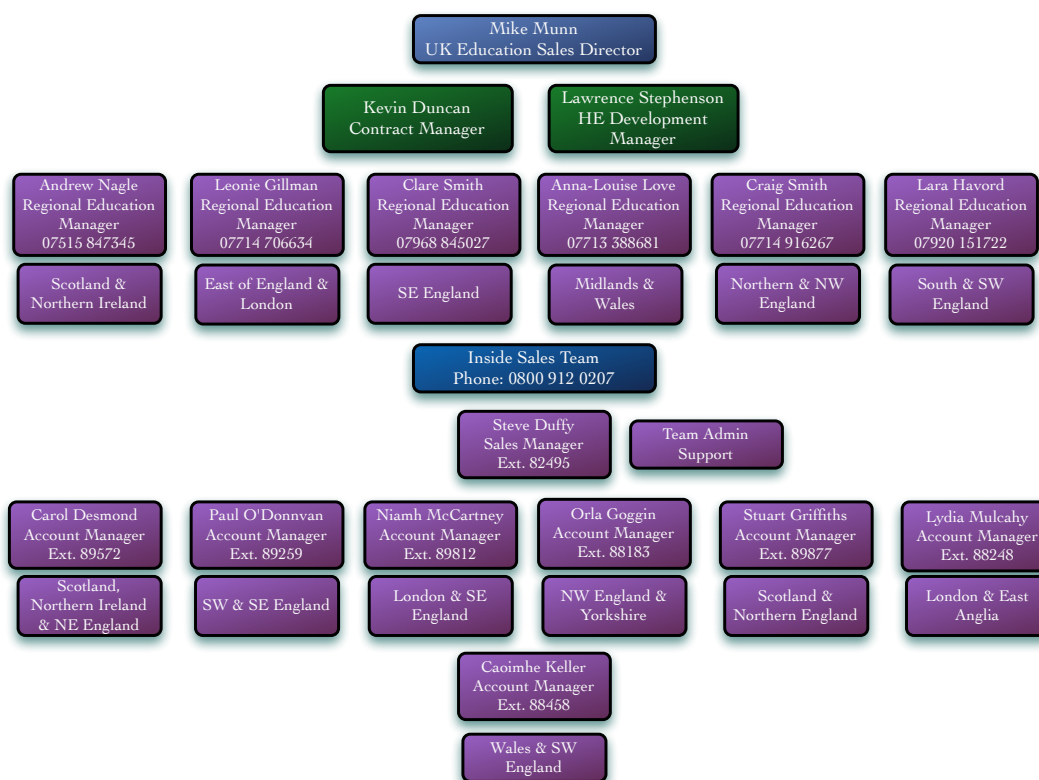
Benefits of the Agreement

The Universities Apple Computer Group (UACG) has negotiated a number of special benefits to those using the National Agreement. These include:

- *Attractive Negotiated Contract Price Discounts available to qualifying Institutions, Staff and Students*
- *Dedicated Apple Store (web based ordering) for both Institutions & Individuals offering two levels of user (proposer and purchaser)*
- *Special Promotions*
- *Dedicated account management via regional based professionals*
- *Regular Contract Reviews*
- *Inclusive (free of charge) special warranty and support package for desktop and portable computers providing three years parts and labour warranty and one year telephone support service. Currently this excludes iPad, iPod, iPhone, and any accessories or ancillary products such as mouse mats, laptops bags etc.*
- *Special pricing for AppleCare Protection Plan (HE Contract Uplift) if purchased at the same time as the Apple system, as an optional uplift to the foregoing inclusive special warranty & support package.*
- *Special HE Agreement 3 year AppleCare Protection Plan for iPad*
- *Periodical training and seminars*
- *Environmentally sound end of life disposal services*
- *Direct relationship with Apple*
- *Training and Support opportunities for institutions with a large Apple installed base*



Sales and Pre-Sales Organisation Chart



Contact e-mail addresses	
Kevin Duncan	duncan.k@apple.com
Andrew Nagle	andrewnagle@apple.com
Leonie Gillman	lgillman @apple.com
Clare Smith	clare.smith @apple.com
Anna-Louise Love	annalouise_love@apple.com
Lawrence Stephenson	stephenson.l@apple.com
Lara Havord	harvord.lara@apple.com
Craig Smith	craigsmith@apple.com
Lydia Mulcahy	mulcahy.lydia@apple.com
Paul O'Donovan	donovan_p@apple.com
Stephen Duffy	duffy.s@apple.com
Caoimhe Kelleher	ckelleher@apple.com
Carol Desmond	desmond.carol@apple.com
Orla Goggin	goggin.o@apple.com
Stuart Griffiths	sinnott.a@apple.com
Niamh McCartney	nmccartney@apple.com

Please note that your main point of contact is your Internal Sales Team account manager.



Routes to Purchase

Apple offers a number of routes to purchase including via the Internet using the dedicated Higher Education Apple Store, by phone and by e-mail. Contact details for these routes are as follows:

Dedicated on-line Apple Store:	http://apple.procureweb.ac.uk/
Phone:	0800 912 0207 – Institutions
Phone:	0800 039 1010 – Individuals.
e-mail:	uk.education@euro.apple.com

Dedicated Higher Education Apple Store

The dedicated Apple Store offers a quick and cost effective route to approved institutions & organisations, including staff and students on campus, to check prices, prepare quotations for approval and to place orders electronically.

There are two stores, one for institutions and one for staff/students. Within the institution store there are two levels of user; proposer and purchaser. As the names suggest proposers may check pricing and prepare quotations and purchasers may place orders.

Access to the dedicated Apple Store is controlled by the IP address(s) of your institution and therefore access can only be gained from within your institution's network or other approved access point. Requests for access, if not already available within your institution, should be directed to the HE Contract account team on the phone and e-mail addresses listed above. Requests for purchasing rights within the institution Apple Store should also be directed to the account team. Any internal approval processes of your particular institution must, of course, have been completed before requests are made to Apple. Please note that an enrolment agreement, including acceptance of the terms and conditions of using this Apple Store to purchase goods, will need to be signed prior to purchasing rights being allocated to an institution. Details of this agreement and the terms and conditions of use can be obtained from the HE account team.

Features & Benefits of using the dedicated online store

Security:

- Only Authorised Purchasers can place orders meaning that you have complete control over who is authorised to complete this important function in your institution.

Types of access available:

1) Proposer/Requestor:

You can provide viewer access which enables individuals to browse the store and place quotations / proposals where needed.

2) Authorised Purchasers:

Purchasers can place orders to Apple.

In addition purchasers can easily approve orders submitted by the proposers.

**Speed:**

- Quick and easy steps to placing your order:

Steps for a Proposer/Requestor:

- Simply log onto the store, browse and select the items required.
- Upon checking out, your order will be forwarded to the authorised purchaser who can approve and submit the order to Apple.

Steps for an Authorised Purchasers:

- Simply log onto the store, browse and select the items required.
- Upon checking out, your order is transferred immediately into Apple's ordering system.
- An e-mail notification confirming order placement (and again when units are dispatched) is sent.
- You can also approve orders placed by Proposers/Requestors

Efficiency:

- Create templates to save frequently ordered products for quick access.
- Delivery tracking is possible via link on order confirmation e-mail.
- Up to 8 months order history now visible online.
- Process returns quickly and efficiently through our Return Requests feature.

Recommended Systems:

- Decide on the best systems for your university and easily feature these on the front page of the store.
- These recommended systems will then be readily accessible for future ordering and can be easily amended as your requirements change.

Adding a Link to the Dedicated Apple Store from your Institution

Apple actively encourages each institution to provide a link from their Intranet/Network to the dedicated Apple Store. This ensures ease of use for your staff and students wishing to access the store, and to your purchasing centres wishing to browse or purchase Apple systems. Your IT department or other body responsible for your institution's computer systems should be able to add the link to the web address listed above.

Apple Retail Store

The Apple Retail Store is a separate legal and operating entity to Apple Distribution International and is not party to the National Higher Education Apple Agreement and, therefore, the Agreement terms and conditions will not apply to any purchase from an Apple Retail Store. However in certain circumstances the Apple Retail Store may be able to offer price matching at its total discretion. Please note that for any Apple Mac products purchased from an Apple Retail Store the standard one-year Apple warranty will apply. Any institution purchases from the Apple Retail Store must be in compliance with institutional processes. Only Apple Mac purchases made via the National Higher Education Apple Agreement in accordance with the procedures described above will attract the special National Higher Education Apple Agreement 3-year warranty at the time of purchase.



Creating Product Templates in the Apple Store

A Template is a way to save your frequently ordered products for quick access. To create a template:

1. Add items to your Basket.
2. In the bottom right corner of the Basket page, click "Create Template."
3. Enter the template name then click "Save Template."
4. The store generates a unique Template ID, which you and others may use to search for the template or as a reference for your records.
5. To see a list of your templates and access them for creating proposals or orders, click "View All Templates" at the bottom right of the screen, or click "Templates" on the homepage.

Recommended systems is the way to go to ensure purchasers consistently know and can easily order the right spec or system for their organisation.

Please be aware that there is also "Template" functionality available on the store today that allows both proposers and purchaser to save the contents of a basket on the store as a template.

The saved template can be reused to place subsequent orders by simply selecting the template and selecting which contents of the template you wish to add to subsequent orders.

This is a more efficient approach if there are repeatedly placing similar large orders.

To create a template -> shop and configure the items you want to include in the template and add to basket.

Go to your basket and choose "Create Template"

Welcome, Proposer UK [Sign Out](#) [Help](#) [Account](#) [Basket](#)


Apple Store

Home Mac iPod iPhone iPad Mac Accessories Mac Software Solutions & Offerings

Your Basket

Add Part [Add](#)

Price includes customer discounts.

Item Picture	Description	Quantity	Total Quantity	Unit Price	Total Price	
	MacBook 2.4GHz Intel Core 2 Duo - White [Configure] Z0JQ Specifications Estimated Shipping: 3 - 5 business days	<input type="text" value="1"/>	1	GBP	GBP	Remove

Subtotal : GBP

[Update](#)
[Create Template](#) [Send Proposal](#)



Name and describe your template

Welcome, Proposer UK [Sign Out](#) [Help](#) [Account](#) [Basket](#)


Apple Store

[Home](#) [Mac](#) [iPod](#) [iPhone](#) [iPad](#) [Mac Accessories](#) [Mac Software](#) [Solutions & Offerings](#)

Create Template

Template Name*

Comments

Item Picture	Description	Total Quantity	Unit Price	Total Price
	MacBook 2.4GHz Intel Core 2 Duo - White Z0JQ Specifications Estimated Shipping: 3 - 5 business days	1	GBP	GBP

Subtotal: GBP

[Back](#) [Save Template](#)

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Once created any proposer or purchaser for the account can reuse this saved template as follows

Choose "Templates" from the homepage


Welcome, Proposer UK [Sign Out](#) [Help](#) [Account](#) [Basket](#)

Apple Store

[Home](#) [Mac](#) [iPod](#) [iPhone](#) [iPad](#) [Mac Accessories](#) [Mac Software](#) [Solutions & Offerings](#)

Welcome to the Apple Store for Resellers

- [Order by Part Number](#)
- [Templates](#)
- [Proposals](#)
- [Order Status](#)



Browse Your Catalogue

Mac MacBook MacBook Air MacBook Pro	iPhone iPhone AppleCare Protection Plan Cables & Docks Cases & Armbands	Mac Accessories Airport & Wireless Mac AppleCare Products Bags & Notebook Cases
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Identify the template you wish to use

Welcome, Proposer UK [Sign Out](#) [Help](#) [Account](#) [Basket](#)

Apple Store

[Home](#) [Mac](#) [iPod](#) [iPhone](#) [iPad](#) [Mac Accessories](#) [Mac Software](#) [Solutions & Offerings](#)

Templates

Template Number
Template Name
Creation Date [Last 30 Days](#)
Created By First Name Last Name

[Search](#)

Template Number	Template Name	Creation Date	Created By
2000014745	TESTTEMPATE	16.05.2012	Purchaser UK

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Welcome, Proposer UK [Sign Out](#) [Help](#) [Account](#) [Basket](#)

Apple Store

[Home](#) [Mac](#) [iPod](#) [iPhone](#) [iPad](#) [Mac Accessories](#) [Mac Software](#) [Solutions & Offerings](#)

Template Details

Template Number 2000014745
Template Name TESTTEMPATE
Comments Create a basket and save as a template

<input checked="" type="checkbox"/>	Item Picture	Description	Total Quantity	Unit Price	Total Price
<input checked="" type="checkbox"/>		MacBook 2.4GHz Intel Core 2 Duo - White Z0JQ Specifications	1	GBP	GBP

Pricing as per document creation date Subtotal: GBP

[Back](#) [Add Items to Basket](#)

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Select some or all the items in the template and add to basket.

After this point it's the normal store experience for creating proposals or checking out.



Technical, Warranty and Customer Service Support

One of the special National Agreement benefits negotiated on behalf of the HE community is the inclusive (free of charge) three-year, parts and labour warranty and one-year telephone support package. This package provides a three-year parts and labour hardware warranty for current Apple desktops and portables [NB: note exclusions & variations under 'Benefits of the Agreement' on pages 4 & 5], and a telephone technical support service to the member for one year from purchase covering the Apple desktop or portable hardware, Apple operating system and any Apple branded consumer software supplied with your computer as standard. Access to technical support and customer service is via the following phone number.

The support phone number is: **0844 209 2220** – please note that this number is for **Institutions only**. Individuals (staff and student personal purchases) should call **0844 209 0611**

When calling the support line you should **have to hand the serial number** of the entitled Apple system on which you require support, this will assist the Apple technical support engineer in providing a prompt response to your enquiry. Apple's goal is to work with you to find solution as quickly and efficiently as possible.

In the unlikely event the call determines you require hardware service, depending on the Apple hardware product, and your location in the UK, one or more of the following support facilities may be offered:

The current warranty coverage status for a system serial number can also be checked here: <https://selfsolve.apple.com/agreementWarrantyDynamic.do>

- During the 3-year warranty period Apple can, depending on the customer's location, arrange either an on-site service for desktops (subject to normal Apple rules of availability of on-site service). Please see section C "Service Options" of the document as the following URL for further details: http://images.apple.com/legal/applecare/docs/AppleCare_Protect_Plan_EU_en.pdf
- or a collect and return service for portables.
- Carry in Service – this involves transporting the product to an Apple Authorised Service Provider or an Apple Retail Store (*appointment at Genius Bar required*) where repairs will be carried out
- Do It Yourself Repair – this may be offered where a simple module swap will resolve the problem if you are comfortable to carry out the swap. Full instructions will accompany the replacement part

If a Collect and Return service is being provided then the product should be boxed in its original packaging, or packaging we send you. Apple will arrange for courier collection of the product, which will be repaired and returned to you. Any special instructions relating to the particular service being provided will be explained to you by the Apple technical support engineer and/or included with any packaging we send you.

Please always ensure that you have backed up your data before any repair is carried out as Apple cannot be responsible for loss or damage to data, software or any other information stored in any part of any product provided to Apple for service.



Technical support is currently available at the following times:
Monday to Friday, excluding Bank holidays, 0800 to 2000
Saturday 1000 to 1800

In view of the foregoing special inclusive warranty, provided with current desktop and portable computers under the Agreement, you may consider it unnecessary to purchase the optional AppleCare Protection Plan uplift unless you require the benefit of the one-year telephone support extended to three years. A Service & Warranty comparison matrix and further details regarding the AppleCare Protection Plan uplift are given below.

HE Apple Agreement Desktop and Portable Computer Service & Warranty Matrix

Service Level	Hardware Cover	Telephone Support Cover	Worldwide Repair?
Standard Apple Warranty (for comparison purposes only)	1-year parts and labour Carry-in to Apple Authorised Service Provider	90-days "up and running" support for OS X and iWork applications	Yes ³
Standard HE Agreement (Zero Cost)	3-year parts and labour ¹	1 year "up and running" support for OS X and iWork applications	Yes ³
HE Uplift to AppleCare Protection (from £30)	3-year parts and labour ¹	3 year "up and running" support for OS X and iWork applications	Yes ³
Standard AppleCare Protection Plan (for comparison only)	3-year parts and labour ²	3 year "up and running" support for OS X and iWork applications	Yes ³

¹ Service options as detailed in Appendix One of the HE Agreement Terms and Conditions

² Service options as detailed in the AppleCare Protection Plan terms and conditions

³ Subject to terms and conditions - available service options may vary depending on country

What is AppleCare Protection Plan Uplift?

AppleCare Protection Plan uplift is an optional service upgrade available for the full range of Apple systems. AppleCare Protection Plan uplift provides the following additional benefits over and above the special three-year parts and labour warranty supplied as standard:

- The plan includes telephone support and 24 hours a day Internet support for three-years from date of purchase.

You will also get access to the Apple support web sites, where you will have easy access to extensive information to help you keep your system running smoothly.

Apple Support Web-site

There is a wealth of service and support information, including access to the Apple Knowledge Base, discussion groups and downloads, available via the following web site;

www.apple.com/uk/support/



Apple in Education - IT Resources

The following URL provides a range of IT Resources relating to the use of Apple products in education including:

Deploying iOS Devices
Deploying Mac Computers
Purchasing iOS Apps and Books
Developing Apps
Training and Certification

<http://www.apple.com/education/resources/information-technology.html>

Order Confirmation / Delivery Enquiries / Order Tracking

An estimated build time is provided on the HE Agreement Apple Store and notification e-mails are sent out automatically providing estimated delivery times once an order has been placed.

Once we have sent you the order acknowledgement you may not cancel your order except under clauses 13.3, 14.1-14.7, or 16.3 in the Agreement's 'Standard Terms & Conditions'. There is no provision for returning or exchanging goods that have been incorrectly ordered by the buyer, or for which the buyer's business rationale has changed. It is the buyer's responsibility to ensure that a purchase order is correct in all respects before committing it.

A further e-mail is sent once the goods have been dispatched. An on-line order tracking facility (including delivery tracking) is available on the Apple website and a link to this facility is provided in the order confirmation e-mail from Apple.

Should you have any questions regarding the delivery of your Apple systems these should be directed to our pre-delivery enquiry number: **08708 760212 choosing option 2 from the menu.**

Service Provider Options under AppleCare Protection Plan

If your institution has an established strategic relationship with a particular Apple Authorised Service Provider (AASP) then it may be possible to arrange for warranty under your AppleCare Protection Plan to be carried out by your preferred AASP. Any request for a particular AASP to be used to service your AppleCare Protection Plan should be raised in the first instance with your account manager who will be pleased to discuss how this may be implemented.

AppleCare Help Desk Support

If you require phone-based technical support for Apple-branded professional software and networking products AppleCare Professional Help Desk may be an ideal solution. AppleCare Help Desk Support provides an economical option for professionals who support users of high-end Macintosh networking and multimedia products.



This service will provide priority access to Apple's senior technical support staff, along with a suite of tools that you can use to diagnose and troubleshoot Apple hardware, allowing you to manage resources more efficiently, improve response time and reduce training costs. AppleCare Help Desk Support covers an unlimited number of support incidents for software installation, launch and use; hardware and software diagnosis and troubleshooting; and issue isolation for Apple-based solutions.

This plan provides one year of coverage to two technical contacts that your organisation designates. Further details are available from your account manager, the HE account team or on the web at:

www.apple.com/uk/support/products/helpdesk.html

Apple Maintenance Program

The Apple Maintenance Program provides a highly cost effective route for keeping the operating system of your installed base of Apple computers up to date in the event of major new releases. To take out an Apple Maintenance Program the systems to be covered must already be licensed for the latest current version of the Apple operating system. The program lasts for three years and will provide operating system upgrades free of any further charge during this period. Volume licensing pricing is also available for the Apple Maintenance Program enabling even greater cost savings. Further details and costs may be obtained from the HE sales team via the contact details above.

Volume Licensing

Apple Software Volume Licensing

The fast, easy way to digitally download, install and deploy Apple software to every Mac in your educational institution.

Conveniently digital

The Mac App Store makes it easier than ever to browse and download applications for the Mac and distribute them to your organisation. Powerful Apple apps — such as iPhoto, iMovie, GarageBand, Pages, Keynote, Numbers, Aperture and Final Cut Pro X — are just a click away. No more buying multiple discs and waiting for them to arrive.

There are two ways to get the latest versions of Apple software to every Mac in your organisation. You can download the applications you need from the Mac App Store and distribute them using the tools you're already familiar with, such as Apple Remote Desktop or NetInstall. Alternatively, you can distribute redemption codes to your users, who can then download the software themselves from the Mac App Store.

Volume licenses for educational institutions

Education customers can purchase Apple software directly from Apple by contacting their Apple education account representative, or through the Apple Store for Education at http://store.apple.com/uk/browse/home/education_routing. Volume licence contracts are available at a 50 per cent discount per licence with a minimum quantity of 20 licenses*.

* Apple reserves the right to revise the applicable discount without notice.



Additional information on purchasing and deploying Apple software volume licenses is available at the following URL:

<http://www.apple.com/uk/mac/volume-licensing/>

iOS apps Volume Purchasing Program

The [Volume Purchase Program](#) allows educational institutions to purchase iOS apps in volume.

Who is eligible to participate in the Volume Purchase Program for Education?

Universities, colleges and other pre-approved organisations (see 'participation' on pages 3 & 4 of this Guide) can participate in the program.

How does an institution participate in the Volume Purchase Program for Education?

You will need to select an individual from your institution to manage your program, have him or her enrol to become a Program Manager using the [Program Manager enrolment form](#). The Program Manager creates and edits Program Facilitator accounts.

What is a Program Facilitator?

Program Facilitators are the people in your organisation who purchase apps in volume. They can search for apps and purchase them in variable quantities using a credit card.

Additional information, including terms and conditions applicable to the Volume Purchase Program, is available at the following URL:

<http://www.apple.com/uk/education/volume-purchase-program/faq.html>

Training Opportunities

Apple is able to provide a range of training for hardware, operating systems and applications. Further details are available at:

<http://www.apple.com/uk/support/services/training/>

In addition Apple is committed to supporting major users of Apple hardware, operating systems and applications and, to this end, operates from time to time reduced cost training courses and various levels of sponsorship for technician training, for those customers who wish to commit to becoming a Self-Servicing Account (SSA).

The level of sponsorship for technician training is based on your University's business plan developed between your institution and your Apple Account Manager, taking into account your actual, or in some cases forecast, annual spend on Apple systems. Other considerations include your institution meeting the criteria for becoming an SSA. Approval to sponsor the training of one technician per institution, based on your account manager's recommendation, will rest with the Apple UK Education Sales Director.



The agreed levels of sponsorship available are as follows:

Level of annual business potential	%Sponsorship
=>£50,000	50% of course fee
=>£100,000	75% of course fee
=>150,000	100% of course fee

In addition Apple will also sponsor, subject to the technician passing the exam, the examination fee in full for all levels indicated above.

What kinds of organisations are suitable for a Self-Servicing Account?

A potential Self-Servicing Account (SSA) is a large organisation with an installed base of 500 Macs or more. The organisation will have their own service or maintenance department, which makes repairing items in-house a more attractive option than out-sourcing or entering into a third-party maintenance contract. They will be interested in controlling the quality and time of the entire repair process, including troubleshooting, diagnosis, repairing, verifying, and returning product to Apple where necessary.

Details of the training opportunities are available from your account manager who will be pleased to discuss in detail how your institution may be able to benefit from these offers.

Organisations interested in becoming a Self-Servicing Account can find additional information at the following URL: <http://www.apple.com/support/programs/ssa/>

Custom Driven Manufacturing – Imaging and more

Apple is able to provide computers with a software disk image to Institutions' requirements (as mutual agreed and approved with Apple) as an additional costed option. Apple has in place processes and procedures to manage this process with any participating institution and a tiered pricing structure to provide units with pre-installed software (image). The lead-time for the initial image creation depends on the input of the institution and Apple engineering resources, and is currently quoted at 5 to 8 weeks depending on complexity. Subsequent orders, using the same image, should be within 10 to 15 working days. This service goes beyond just imaging of software and can include a range of other customization of the institution's systems including Network Settings, User Settings and System Settings in addition to Software installation.

For more information regarding Custom Driven Manufacturing please contact your account manager.

Recycling Program for Education

Apple has long been focused on eco-friendly product design and packaging, a concept which extends to the disposal of electronic equipment.

Out with the old

Sometimes, to make room for new equipment, you need to dispose of existing systems and then find the funds to pay for new purchases from an ever-tightening



budget. Trade in used equipment from any manufacturer, and apply value to your new products.

With Apple's Trade-In Program for Education*, Apple will not only help you remove old products, but will also help you recover any remaining value to help offset the cost of a new purchase. Apple, in conjunction with its third-party vendor, also removes data and provides a disposition report for each system with residual value to facilitate your asset management.

Free recycling of used equipment from any manufacturer for Apple customers

With Apple's Recycle Program for Education, Apple (in conjunction with its third-party vendor) will ensure a safe and environmentally friendly disposal of your assets that meets highest standards of recycling. This service – including collection, transport, recycling and certificate – is free for any Apple customer. This service is open to any brand, and is not limited in volume.

Benefits

Leveraging Apple's Trade-In and Recycle Program allows you to recover value from your existing equipment. It also ensures that your retired equipment will be disposed of in the most environmentally sound manner.

- All returned equipment is recycled in compliance with all national and European requirements.
- All recycled hard drives are ground into confetti-sized pieces.
- Data on all hard drives to be resold is overwritten three times and sanitised.
- Apple has an accredited process for the deletion of data and all used facilities are ISO 27001 certified.
- On request, customers may receive a certificate of destruction for each lot recycled.
- All asset tags and other identifying information are removed prior to disposition.
- Waste arising from Apple's EU recycling program is recycled inside the EU.
- No waste from Apple's EU recycling program is shipped outside the European Union.
- Equipment in good working order can be traded in for a bank transfer or for a cheque.

* Please note that this program is subject to Terms and Conditions that will be provided to you by Apple's third party vendor.

* You are responsible for ensuring that the disposition of your equipment through the Apple Recycling and Trade-in and Recycle program for Education is consistent with all applicable European, national, and local laws and regulations.

Please contact your account manager for further details.

Collection events

Apple is able to help HE institutions organise and facilitate a collection event for the local community. All electronics will be recycled in a secure and environmentally friendly manner by our service provider.

Please contact Steve Duffy or your internal sales team account manager to find out more about hosting a free recycling event.



Environmental Information

Apple's environmental web site, available at the URL below, contains a wealth of information relating to product design, responsible manufacturing and energy efficiency. In addition Apple Product Environmental Specifications may be accessed and downloaded from this site.

<http://www.apple.com/environment/>

Apple Product environmental reports are available at the following URL:

<http://www.apple.com/environment/reports/>

Invoice/Payment Procedures

Payment terms under the Agreement are 45 days net of receipt of a valid invoice. Apple Distribution International, which is based in Cork in the Republic of Ireland, will issue the invoice. Normally your invoice will arrive shortly after delivery of your Apple systems.

In light of the applicable directives of the EU, invoices will be sent net of VAT if your establishment is VAT registered (and such registration details have been entered onto the Apple accounting system) and the products are shipped to you from an EU country other than the UK. However, if the products are shipped to you from within the UK any applicable VAT will be included in your invoice. It is the responsibility of your organisation to fulfil its obligations regarding the payment of VAT where due. The EU has put these measures in place to reduce administration overheads within the VAT system between member countries.

Apple recommends that you take the appropriate advice regarding your establishment's liability for VAT.

Purchase orders should be sent to:	Remittance advice and payment should be sent to:
Apple Education Team	Apple Distribution International
Apple Distribution International	FAO Finance Case Application
Hollyhill Industrial Estate	Hollyhill Industrial Estate
Hollyhill	Hollyhill
Cork	Cork
Ireland	Ireland

Payment may also be made by BACS to the following account:

Bank Name: Bank of America
Address: PO Box 407
1 Alie Street
London
E1 8DE

Account Name: Apple Distribution International
Account Number: 38709179
Sort Code: 30-16-35



Any queries regarding invoices should be addressed to Apple Distribution International, Hollyhill Industrial Estate, Hollyhill, Cork, Ireland or by telephone to 020 8218 1000.

Agreement Management

The overall management of the Agreement will be via the Universities' Apple Computer Group (UACG) comprising representatives from the HE regional purchasing consortia to reflect UK regional Higher Education interests. Regular review meetings are held between the UACG and Apple to monitor the Agreement and consider how it may evolve to the benefit of all parties.

The current members of the UACG are:

Member	Institution	Representing
Howard Allaway (Agreement Manager)	Cardiff University	HEPCW
David Westcott (Chair)	Cardiff University	HEPCW (Technical)
Mike Kilner	LUPC	LUPC
Gary Lloyd	University of Chester	NWUPC
Stuart Barkworth	Sheffield University	NEUPC (Technical)
Rob Hall	University of the Arts London	University of the Arts, London(Technical)
Lorona Watts	APUC	APUC
Clare Bartlet	Cambridge University	SUPC
Rachel Lunn	NEUPC	NEUPC (Procurement)
Abdul Majothi	APUC	APUC (Technical)

Management of the Agreement within Apple is the responsibility of Kevin Duncan whose contact details are as follows:

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A copy of the HE National Agreement is available from Howard Allaway.